

# Data Quality Issue Management Summary

May 28, 2004

Issue #	Status	Priority Rating	Date Submitted	Issue Description	Systems Impacted	Business Capability Area	Issue Category	Resolution Description
1	Submitted	16.485		Metrics for the executive dashboard and program analysis cannot be generated through a common tool set.	All	Enterprise Analytics & Research	Data Access	
2	Submitted			There needs to be a simplified, automated process for linking up the final results of disbursements (Pell Grant Recipients) with applicant data (Abbreviated Applicant File) for use by analysts within FSA and ED to plan and budget for the following year's award cycle.	GAPS, FMSS, COD, CPS	Origination & Disbursement, Enterprise Analytics & Research	System Enhancement	
3	Submitted	241.40	7/10/2003	There is no enterprise way to uniquely identify a loan (common Loan ID).	All	Enterprise Analytics & Research	System Enhancement	
4	Resolved		7/11/2003	Information about loans held by GAs for collections (defaulted, but not assigned) is not being reported at a high level of accuracy.	NSLDS, DMCS,	Integrated Partner Management	Data Quality	
5	Submitted		7/14/2003	The Application Process (CPS) would like to receive disbursement updates (COD) as soon as possible for use in the verification and selection process.	CPS, COD, SAIG, NSLDS, FMS	Application	Process Enhancement	

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6	Submitted		7/23/2003	It is possible for a FAA to make changes to an applicant's EFC calculation, or other aid influencing data, due to extenuating circumstances that cannot be communicated on the FAFSA (e.g. high medical bills or other expenses). These changes are made at the school, and except for Pell changes, they are not reported to FSA (DL, FFEL, Perkins, etc.). FSA should capture all changes to this information.	CPS, COD, SAIG	Origination & Disbursement	DQ System Enhancement	
7	Submitted	58.665		There is no history of outstanding principal balance for records held in NSLDS. This value would be very useful for research and reporting purposes.	NSLDS	Enterprise Analytics & Research	System Enhancement	
8	Submitted	70.909	7/18/2003	There are no means within the enterprise to identify a Trading Partner institution (School, Lender, Servicer, GA, etc.) and their relationships to other entities so that data from multiple stores within FSA can be aggregated for viewing or research.	COD, eCB, FMS, NSLDS, PIN, FMSS, GAPS, PEPS, DMCS	Integrated Partner Management, Enterprise Analytics & Research	System Enhancement	
9	Submitted	3.9888		Address information is not consistently managed across the enterprise. This implies the need to share current addresses across systems that need this information while allowing systems to maintain multiple addresses for individuals based on business needs.	CPS, COD, NSLDS	Enterprise Analytics & Research	DQ System Enhancement	

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10	Submitted	29.473	7/14/2003	Records submitted to FSA systems with incorrect identifiers can result in the creation of an invalid student/borrower. This "first come first serve basis" affects the ease of downstream systems to update the record with the correct identifiers. This can occur at any "entry point" to FSA including CPS, COD, DLCS, DMCS, and NSLDS.	CPS, COD, DLCS, DMCS, NSLDS, PIN	Application, Origination & Disbursement (until PLUS borrowers must submit to APP), Common Services for Borrowers, Enterprise Analytics & Research	Data Quality	
11	Submitted	4.3013	7/16/2003	There is no ability to pull data from systems across the lifecycle to present a single, integrated student view complete with current status of a student's aid and "workflow" indicators relative to that student.	All	Enterprise Analytics & Research	Data Access	
12	Postponed			Factors such as the definition of "married" and "separated" are determined differently by FSA than by the IRS and therefore the value of Total Income and Average Gross Income (AGI) are not the same between these two agencies. This will result in difficulty implementing potential matches / data verification between FSA and IRS.	CPS	Application	DQ System Inconsistency	6/25/03 - This is not an issue that can be resolved by this group at this time. It will be removed from subsequent lists.
13	Submitted	10.123		The accuracy and consistency of (Anticipated) Graduation Date and Enrollment status information is not high within FSA's systems. The value for this field is initially self reported and then is supposed to be updated by external data providers. This value is important to all phases of the lifecycle.	NSLDS	Common Services for Borrowers, Enterprise Analytics & Research	Data Quality	

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14	Duplicate		7/16/2003	The accuracy and consistency of Enrollment status information is not high within FSA's systems. Examples of the values for this field include Full or Half-Time Student, Withdrawn, Graduated, Graduation Date etc. The values for some fields may be initially self reported prior to being confirmed/verified by external data providers. This value is important to all phases of the lifecycle.	COD, DLSS, NSLDS, CPS	Common Services for Borrowers, Enterprise Analytics & Research	Data Quality	
15	Submitted			CPS does not do a SSA match for persons passing from DLSS or Participation Management to receive a PIN.	CPS, PIN, DLSS	Application	DQ System Enhancement	
16	Submitted			It is possible for a period of time to elapse between an update to a school's eligibility status (for Title IV eligibility indicators and DL indicators) and other participation information, and when a lender, guarantor or state agency may read the PEPS Weekly School File to check for that school's eligibility.	PEPS	Integrated Partner Management	Data Access	
17	Submitted			SAIG system administrators continue to receive emails from the TDN application when NSLDS tries to send data files to non-existent or invalid mailboxes.	SAIG, NSLDS, COD, CSB	Integrated Partner Management	Data Quality	
18	Submitted			School contact information is critical. However, Schools do not provide timely updates and different systems maintain separate contact information.	PEPS, NSLDS, DLCS, COD	Integrated Partner Management	DQ System Inconsistency	
19	Submitted			There is a need to tie common Ids to outside sources (outside FSA) for cross program comparisons.	All	Enterprise Analytics & Research	System Enhancement	

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20	Submitted		7/14/2003	GAPS and FMS receive school Id status and eligibility data updates at different intervals. This can result in errors being returned from GAPS to multiple systems that send it updates (COD, FMS, etc.). This impacts the schools ability to draw money in GAPS.	GAPS, FMS, COD, PEPS, eCB	Integrated Partner Management	Data Quality	
21	Submitted		7/8/2003	Currently FMS only sends error files, regarding internal system interfaces, to COD. While FMS does capture errors in its processing regarding all system interfaces, these errors are not returned via a conventional return file process.	FMS, COD, DLSS, DMCS, DLCS, GAPS, NSLDS,	Financial Management	DQ System Enhancement	
22	Postponed			DLSS sends DMCS the list of new defaulted direct loans in a spreadsheet format via diskette and a separate tape of images for the corresponding Pnotes for these files. There is currently no way to reconcile these two files.	DLSS, DMCS	Common Services for Borrowers	System Enhancement	
23	Postponed		7/17/2003	The FFEL data reported to NSLDS by the GA submitters is not reported at a consistent time interval to enable quality analytics. For example, data comes from multiple GAs at varying times of the month, with varying financial close dates; this makes the picture of FFEL data inconsistent and hard to analyze. This process, and its impact on the usage and/or analysis of this data, needs to be better communicated to FSA data users.	NSLDS, DMCS	Integrated Partner Management	DQ System Inconsistency	
24	Submitted		7/14/2003	There is currently no SSA or INS validation (to verify SSN and citizenship) for Plus Borrowers. This can result in the lending of Title IV funds to an ineligible borrower.	CPS, COD	Application	DQ System Enhancement	

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25	Submitted		7/17/2003	School data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the school demographic information more than 3 years ago and has not gotten updates since.	DMCS, PEPS	Integrated Partner Management, Common Services for Borrowers	Data Quality	
26	Submitted		7/17/2003	It is possible to sign up for SAIG access (batch included) with dummy-id values.	SAIG, CPS, NSLDS	Integrated Partner Management	Data Quality	
27	Submitted			CPS receives School Demographic and Pell Eligibility information manually. There was an interface with RFMS to receive the school data, but RFMS is being retired. CPS needs an automated way to continue to receive this information. It is currently available from PEPS, but there is an issue with the interface between these two systems.	CPS, PEPS	Integrated Partner Management	DQ System Enhancement	
28	Submitted		7/14/2003	The Account Maintenance Fees (AMF) for GA's is forecasted. If the actual AMF is higher than the projected, then FSA informs the GAs to pay themselves out of the Federal Fund for GAs. We do not have any information regarding how these transactions are reconciled or monitored. This includes VFA Fee Payments as well as Performance Measures.	NSLDS, FMS	Integrated Partner Management	System Enhancement/ Process Enhancement	
29	Submitted		7/18/2003	Anomalous names - 13,000 first and last names with numbers in them e.g N1ELSON (L=1 and O=0 zero) This error can prevent record matches.	NSLDS	Enterprise Analytics & Research	Data Quality	
30	Duplicate			There is no universal (accepted by FSA and external trading partners) common loan identifier.	All	Enterprise Analytics & Research	Duplicate	Duplicate of Issue #3.

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31	Submitted			There are a number of systems that perform credit checks. This information needs to be captured in some form and a consolidated/combined approach to these credit check services should be researched.	COD	Application, Enterprise Shared Functions, Common Services for Borrowers	System Enhancement	
32	Submitted			The data interface from CPS to NSLDS (File RD-1499) that contains Student Demographic Information for all transactions processed during the current computing cycle (all since the previous feed) will no longer be exchanged as of 01/04. This information is currently used by ED users through NSLDS.	CPS, NSLDS	Application, Enterprise Analytics & Research	DQ System Enhancement	
33	Closed			CPS does not do any "Prisoner Checks" during the eligibility business process. At one point there was an interface between CPS and DoJ, but there were issues with the quality of data CPS received from DoJ. Currently, it is up to the schools to deny these applicants.	CPS	Application	Closed	Scope is small amount of accounts +/- 8800. In addition, there are valid reasons why an inmate might apply for loans, but they should not receive until attending. While this is a school compliance issue, and should be up to the schools to verify, it was suggested that FSA follow the current best practice and do a cross check with some agency or database. It was noted, that in the past and in other industry areas, more accounts have been found than were expected. (Borrowers with prison addresses)

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34	Submitted			Borrower income information is used by multiple systems throughout the enterprise, (e.g., CDDTS, DLSS, CPS, etc.) but it is solicited from different parties for each (e.g. Borrower, IRS). Can these be aligned? What are the needs?	DLSS, CPS, CDDTS	Enterprise Shared Functions, Application, Common Services for Borrowers	DQ System Inconsistency	
35	Submitted			Financial Partner contact information in NSLDS is often not complete or is out-dated.	NSLDS	Integrated Partner Management	Data Quality	
36	Submitted			Loans "held" by FSA and serviced by guarantors have data quality issues. A solution is needed to ensure FSA has the most up-to-date data on these loans.	FMS, NSLDS	Integrated Partner Management	Data Quality	
37	Submitted			Lender data (demographic information about the institutions) in DMCS is static. The DMCS system received an update of the lender demographic information more than 3 years ago and has not gotten updates since. Similar to Issue #25.	DMCS, PEPS	Common Services for Borrowers, Integrated Partner Management	Data Quality	
38	Submitted			The information fed into FPDM by NSLDS and FMS are often out of sync. They provide snapshots of the same data at different points in time. There is no reconciliation. In addition, if information is in sync it is outdated. This has an impact on the usefulness of the FPDM in program reviews.	FPDM, NSLDS, FMS	Integrated Partner Management, Enterprise Analytics & Research	Data Quality	



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39	Closed			In the CDDTS process, rejected claims are transferred to a servicer (currently AFSA). CDDTS does not report the rejected claim to NSLDS so a borrower would still think that the loan is with the original GA, which they will not be able to get information for, nor will they be able to apply for a new loan until FSA determines where the borrower is in the life cycle.	NSLDS, DMCS, CDDTS	Common Services for Borrowers	Closed	
40	Submitted			Rehabilitated loans, held by Sallie Mae as FISL Loans, are not currently being reported to NSLDS.	NSLDS, DMCS	Enterprise Analytics & Research	Undefined	
41	Submitted			DLCS is the only FSA system that keeps track of HEAL loans. DMCS treats these HEAL loans as un-subsidized FFEL loans. Should HEAL have its own loan type within FSA systems? Should there be others in addition to the existing loan types?	DLCS	Common Services for Borrowers, Enterprise Analytics & Research	System Enhancement	
42	Submitted			There continues to be concern around the quality of data, specifically older data stored in DMCS.	DMCS	Common Services for Borrowers, Enterprise Analytics & Research	Data Quality	
43	Submitted			There is no way to link detailed FFEL loan data to detailed DL loan data based on the "COMMITTED AMOUNT" value contained within a single system.	NSLDS	Enterprise Analytics & Research	System Enhancement	
44	Submitted			There are issues regarding school identifier mismatches regarding reporting from COD to FMSS / GAPS that result in manual data entry into those systems - resulting in audit trail and integrity issues.	COD, FMSS, GAPS	Origination & Disbursement, Financial Management, Integrated Partner Management	Data Quality	
45	Submitted			School contact information in NSLDS is often not complete or is out-dated.	NSLDS	Integrated Partner Management	Data Quality	

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46	Closed			When FSA staff (PEPS staff in Title IV Operations) make school updates through the system, PEPS does not flag the school record with a "changed" status. This has an effect on systems who pull only "Change Records" from the PEPS Daily School File. (e.g. COD)	PEPS, COD	Integrated Partner Management	Closed	
47	Submitted			Timing Issue: a school that has not gotten acceptance get a temporary serial number. FMS needs to know about this before PEPS says they are eligible. (Jeff Baker and Keith Wilson need to follow up about this issue).	FMS, PEPS, eCB	Integrated Partner Management, Financial Management	DQ System Enhancement	
48	Submitted			It is possible that a school will get assigned a temporary serial number to access eCB before their eligibility is determined from PEPS. The Participant Management process will use this temporary number until the school is issued an official OPE ID. Rich Bennet was listed as a possible follow up person.	eCB, PEPS	Integrated Partner Management	Undefined	
49	Submitted			PEPS does not capture foreign school (schools that have Title IV Aid recipients) demographic information.	PEPS	Integrated Partner Management	System Enhancement	
50	Submitted			The PIN system receives only limited demographic data updates. If an applicant's information is updated in CPS, the change is sent to PIN, but if updates occur elsewhere, PIN is not informed.	PIN	Application, Enterprise Shared Functions	DQ System Enhancement	

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51	Submitted			The error file between COD and NSLDS (really anything and NSLDS) as it relates to student identifiers is full of "good data" that cannot be loaded into NSLDS due to identifier conflicts that are applying a First In Wins approach - this needs to be fixed.	COD, NSLDS	Enterprise Analytics & Research	Data Quality	
52	Submitted			COD has identified an issue with schools obtaining multiple RID's due to change of affiliations.	COD, PEPS	Integrated Partner Management	Data Quality	
53	Submitted			Why are updates submitted to the PIN site not propagated to the rest of FSA's systems?	PIN	Application, Enterprise Analytics & Research	DQ System Enhancement	
54	Closed			TIAA Feed Issue: Why does a teachers insurance and retirement annuity organization get a feed from PEPS?	PEPS	Integrated Partner Management	Closed	Process issue, not a DQ issue.
55	Closed			There is currently no formal way for Guaranty Agencies to apply for eligibility to participate.	PEPS, FMS	Integrated Partner Management	Closed	Process issue, not a DQ issue.
56	Submitted			We received conflicting information regarding the source of school data in CPS. We have been told that CPS receives the Daily School File, but does not use it. We have been told that CPS does read the school file (beginning 3/4/03), and we have also been told that CPS receives its school data from RFMS (legacy Pell system).	CPS, PEPS, COD	Application, Integrated Partner Management	Clarification	

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57	Submitted			There are different types of State Agencies that access PEPS and the PEPS Weekly School File. There does not seem to be much known about the agencies, their application process, and their functions. We need to understand in more detail how many different agencies we are sending data to? Is this something that we could use SAIG for? Jeanne Saunders and Jane Holman are possible contacts for detail.	PEPS, FMS, GAPS	Integrated Partner Management	Clarification	
58	Closed			Why is the interface from EZ Audit to PEPS a database link? The EZ Audit / PEPS interface is a trigger based flow. So why two different transport mechanisms?	PEPS, eZ-Audit	Integrated Partner Management	Closed	Process issue, not a DQ issue.
59	Closed			Why does EDCAPS get the weekly school file?	PEPS	Integrated Partner Management, Enterprise Analytics & Research	Closed	
60	Submitted			Why does DLCS get the Daily School File?	DLCS,	Integrated Partner Management, Common Services for Borrowers, Enterprise Analytics & Research	Clarification	
61	Closed			We may want to find out who is contacted (via letter) when a school loses its eligibility. Patti Patterson was suggested as a possible point of contact.	PEPS	Integrated Partner Management	Closed	This is being handled in eCMO.
62	Submitted			Leroy Everett raised the issue of redundancies between the data in CMDM and the data in DLDM.	CMDM, DLDM	Common Services for Borrowers, Enterprise Analytics & Research	Data Quality	
63	Closed			There are a number of imaging systems. This information needs to be captured in some form and consolidation/combination of these imaging services should be researched.	N/A	Enterprise Shared Functions	Closed	Not a DQ issue - more of an objective.

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64	Closed			In the Consolidation meeting it was questioned how Lenders who are not set up for electronic deposits get payments. Allen Producers seemed to think there are third party check writers.	DLCS	Financial Management	Closed	FMS Discussion issue - Not a DQ issue.
65	Closed			Why is the CDR kept in NSLDS and not PEPS? Is this a transaction that PEPS should be doing?	NSLDS, PEPS	Integrated Partner Management, Enterprise Shared Functions	Closed	Final CDR's are stored in PEPS as calculated annually.
66	Closed			There is a need to document additional DLSS transactions for fee reductions. Specifically Childcare, Coast Guard, Military Reimbursements, and adjustments.	DLSS	Financial Management, Common Services for Borrowers	Closed	
67	Submitted			There is an issue with how the DUNS number will be implemented within the RID solution.	All	Integrated Partner Management, Enterprise Analytics & Research	System Enhancement	
68	Submitted			Schools send a list of defaulted Perkins loan borrowers to Campus Based Programs who send a letter to the borrower. However, the data is already in NSLDS and FMS calling to question the need for schools to spend time and money generating and submitting a list . Additionally, the data received from schools is not stored on a 'system.'	None	Integrated Partner Management, Enterprise Analytics & Research	Process Enhancement	
69	Submitted			A number of the systems will accept changes of the Person Identifier, but do not back-flow the updates to other systems containing old identifiers.	COD, DLSS, DLCS, DMCS	Enterprise Analytics & Research, Common Services for Borrowers, Origination & Disbursement	DQ System Enhancement	

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70	Submitted			There is a plan for PEPS to receive School Reviews from GA's. Creating a School Data Mart or adding the info to Financial Partners Data Mart (thus becoming Trading Partners Data Mart) are two ideas for managing this information.	PEPS, FPDM	Integrated Partner Management	Undefined	
71	Submitted			Merged OPEIDs - SAIG treats merged OPEIDs as closed and doesn't permit services to be attached to them. NSLDS is asking schools to do some clean up work with these IDs. Also, there are main school IDs being merged with branch campus IDs and the branch campus is being used as the reporting ID.	SAIG, NSLDS	Integrated Partner Management	DQ System Enhancement	
72	Submitted			From an SAIG/NSLDS meeting, Keith has forwarded us a list of issues. Please see the spreadsheet X:\Data Strategy\Admin\Issues and Risks\FSA Issues\meeting notes051403.doc for further detail. This issue deals with NSLDS receiving "blank" records from schools.	NSLDS, SAIG	Integrated Partner Management	Data Quality	
73	Closed			Does DLCS send unbooked loan data to FMS?	DLCS, FMS	Common Services for Borrowers, Financial Management	Closed	FMS Operations verified that the unbooked file is sent by DLCS to FMS.